

# NEWS RELEASE

FOR IMMEDIATE RELEASE

April 25, 2011

For more information, contact Kingsley Wratten, (315) 855-7807

## **Leonardsville rallies against proposed post office closing**

**Postal Service representative to meet with residents on April 29**

Residents of the hamlet of Leonardsville are rallying after receiving questionnaires from the postal commissioner the week of April 18 indicating that their post office is on the list of potential closings.

Petitions against the closing are now circulating and will be sent to the appropriate government representatives. A public brainstorming meeting was held April 23 to prepare an appropriate response to the Postal Service representative who will conduct an "open house" at the local post office from 9 to 11 a.m. on Friday, April 29.

News of the potential closing arrives just as new local businesses are starting and others are in the planning stages—and whose success, in great part, depends on a convenient U.S. post office.

Last year, a hand-crafted specialty cheese manufactory opened in Leonardsville. It relies on the USPS to ship its products. Another local resident is planning to start a medical billing business which would rely heavily on USPS for its success. A local group is starting an artists' residency program, its mission in part, to "... vitalize and improve the livability of the larger community and make a lasting impact on the area. . . ." The impact made by similar enterprises leads us to believe that the volume of business done by the Leonardsville Post Office may easily double within the next two years.

Kingsley Wratten, co-owner of The Horned Dorset Inn, offered the following observation:

"Even though the U.S. Postal Code spells out that rural post offices like ours cannot be closed SOLELY for operating at a deficit, they believe that they can save \$50,000 a year by closing us, and they are going to try. They don't care about the importance of the post office to the livability of our community."

*(Ref. to Postal Code, see: 39 USC 101 - Sec. 101. Postal policy):*



RE: Leonardsville NY  
Docket# 1370252-13364  
Item 38  
Page 47

June 15, 2011

Memo to the record. The attached newspaper article "Rally to Save Leonardsville PO" published in the West Winfield Star dated Wednesday, April 27, 2011 was submitted and added to the official record.

*Jane Wolfgang*

Jane Wolfgang  
A/Optimization Coordinator

*All items submitted for publication must be in before Monday of that week's issue unless otherwise noted*

THE WEST  
WINFIELD

# STAR

INSIDE

BROC

DAR N

Program

Water C

for Bric

VOLUME 125 - NUMBER 21

YOUR COMMUNITY NEWSPAPER FOR 125 YEARS

## Rallying to Save Leonardsville PO

Residents of the hamlet of Leonardsville are rallying after receiving "questionnaires" from the Postal Commissioner indicating that their post office is on the list of potential closings.

According to the letter accompanying the questionnaire, the Leonardsville post office may close and local mail delivery would be accomplished by a rural route coming from Bridgewater. Currently neither Leonardsville or Bridgewater offer rural delivery but the Postal Service (USPS) proposes establishing such could be more cost effective than keeping the Leonardsville facility open.

On Saturday, April 23, 2011, residents met at the Leonardsville Fire Hall to discuss the proposal.

According to several residents the move would impact more than just mail delivery. This news arrives just as new businesses are starting and others are in the planning stages, and whose success, in great part, depends on a convenient US post office. Last year, a hand-crafted specialty cheese manufactory opened in Leonardsville. It relies on the USPS to ship its products. Another local resident is planning to start a medical billing business which would rely heavily on USPS for its success. A local group is starting an artists' residency program, its mission in part, to "... vitalize and improve the livability of the larger community and make a lasting impact on the area..." The impact made by similar enterprises leads many residents to believe that the volume of business done by the post office in Leonardsville may easily double within the next two years.

Petitions are now circulating which will be sent to the appropriate government representatives. The public brainstorming meeting held Saturday was, in part, to prepare an appropriate response to the Postal Service representative who will be having an "open house" on Friday, April 29, from 9-11 am.

Kingsley Wratten, co-owner of The Horned Dorset Inn, offered the following observation, "Even though the US Postal Code spells out that rural post offices like ours cannot be closed SOLELY for operating at a deficit. They believe that they can save \$50,000 a year by closing us, and they are going to try. They Docket No. 1370252-13364 11 the importance of the post office to the livability of our community." He also noted the following (ref. to Postal Code sec. 30

## POST OFFICE IN JEC



Leonardsville residents learned last week that their post office is tentati facility was originally built in the 1890s and before that, the post office houses the Horned Dorset. Shown above: Next door neighbor Don Lentz

effective postal services be insured to residents of both urban and rural communities..."

The letter from the Postal Service received last week also presented a timeline used when closing facilities. The initial public notice begins with a 60 day posting during which time public comments are reviewed, the situation studied, and then a decision made by senior level postal management. Following that comes a 30 day posting of the final determination. Customers then have 30 days to appeal and the Postal Rate Commission "shall render a decision within 120 days". Discontinuance is not to be sooner than 60 days after posting the final decision.

The Leonardsville Post Office currently employs two people; a full time Officer-in-Charge (Dorothy Major) and one part time person.

## Trash Day is April 30

Trash Day in the Town of Winfield is April 30.

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Also at the 2011, a Com appointed wi Robert Royce Town of Win this Commit 292-0076.

## Village

The West Win budget for the ing held Mon

The total sp with \$98,750 increased call The tax rate

Leonardsville, NY 13364 000303



RE: Leonardsville NY  
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June 15, 2011

Memo to the record: The attached information packet describing "The Horned Dorset Colony" (draft 8 2/14/2011) located in the rural hamlet of Leonardsville was submitted and added to the official record.

*Jane Wolfgang*

Jane Wolfgang  
A/Optimization Coordinator





# THE HORNED DORSET COLONY

(draft 8 2/14/2011)

**FOUNDED** January 1, 2011

**LOCATION** The rural hamlet of Leonardsville, in central New York State.

**MISSION** The purpose of The Horned Dorset Colony is to provide an environment conducive to work and the exchange of ideas among artists emerging from their student status and artists who are already practicing their craft professionally.

**HISTORY** In the late 1960s, three aspiring artists, a writer, a painter and a musician, began discussing the possibilities of a cross-disciplinary community for the creative arts to be located in their rural hamlet in upstate New York. Over the next 40 years they spoke to many creative people about their ideas and accumulated properties for this project. They also planted an apple orchard, managed a sheep farm, earned graduate degrees, taught in their respective fields, and created two highly acclaimed hostels: The Horned Dorset Inn in Leonardsville, NY, and The Horned Dorset Primavera Hotel, in Rincón, PR. In 2011 they formed the Horned Dorset Foundation for the Creative Arts to help facilitate their vision in its final form, The Horned Dorset Colony, where they presently serve as advisors and directors.

**ELIGIBILITY** 1.) STUDENTS over the age of 21, undergraduates, graduates, or recent graduates (who have been enrolled in a degree-bearing program within the last twelve months), and students who may be taking time off from their academic studies (but have been enrolled in a degree-bearing program within the last twelve months) who have demonstrated exceptional aptitude in the field of writing, musical composition, visual arts, or inter-disciplinary arts, and who are open to dialogue with peers and mentors, and 2.) PROFESSIONALS, emerging or advanced, in those same fields, who seek time and space to work and are willing to exchange ideas, feelings, and experiences with both peers and mentees.

**FACILITIES** 250 acre site including a working apple orchard, waterfall, and miles of walking trails through the hilly woodlands and pastures of a former Horned Dorset breed sheep farm. A mix of accommodations and workspace is available in four restored houses (Victorian, Federal, Greek Revival, Arts and Crafts), all within minutes walking distance of each other and of the restaurant building which serves as dining room and houses an exhibition space. Music room with grand piano. 8,000 volume library. Internet access. Artists must provide all their own materials and special equipment. Weekly transportation will be available to shopping, museums and open studios at other nearby artist's residency programs. A personal vehicle is recommended; HDC is four miles from the nearest convenience store.

### HOUSING/MEALS/ACCESSIBILITY

**Housing/Services:** All residents have their own private room and bath in one of four different houses, all of which have comfortable common rooms. A few suites are of adequate size to comfortably accommodate a spouse or partner who contributes an essential collaborative component to the artist's work while in residence; there will be a surcharge for their housing and meals. Laundry facilities and maid service available to all residents.

**Meals:** All meals are provided. Informal breakfast and lunch are in residential houses. Dinner is served in a private restaurant dining room. Vegetarian choices are available for all meals.

**Accessibility:** Artists in wheelchairs or with vision or hearing impairment cannot be accommodated at this time. Although some of the original facilities are listed on the National Register of Historic Places and cannot be altered, the Horned Dorset Colony is committed to total compliance and accommodation in all new construction and renovation.

**RESIDENCY STATISTICS** Average length of residencies: 4 weeks (arrival on Sunday, departure on Friday). Resident season:

- I mid-May - mid-June
- II mid-June - mid-July
- III mid-July - mid-August
- IV mid-August - mid-September
- V mid-September - mid-October

Number of artists: 4 - 8 mentors and 4 - 8 mentees

Average number of artists at one time: 12

**Selection process:** Applications are reviewed by an outside panel of professionals and the directors. A limited number of two-week or six-week residencies may be available. Repeat residencies are permitted.

**ARTIST PAYS FOR** housing, food, travel, and materials, but a sliding scale of fees may apply depending on availability and amount of stipends or fellowships. The basic residency fee is \$4,000 for 4 weeks. Artists who are able to cover their own fees increase HDC's ability to assist those who cannot.

**COLONY PROVIDES** program administration, coordination of fellowships and grants, accommodations for visiting artists.

**ARTIST ELIGIBLE FOR** stipends from The Horned Dorset Foundation for the Creative Arts or fellowships or grants from New York State Council on the Arts, National Endowment for the Arts, Mid-Atlantic Creative Fellowships and others. Some fellowships are based on artistic merit while others are donor-directed and include additional criteria. Call for current opportunities.

**ARTIST DUTIES** Attend dinners. It is recommended that all residents keep some form of diary from which they can draw to make a brief, informal presentation during the last week of their residency. Volunteers are always welcome in the organic vegetable gardens.

**COLONY POLICIES** Children and pets are not permitted. Visitors are not permitted except by invitation of the directors or during occasional "open houses". Artists may visit each other's studio or living quarters by invitation only. Computers, radios and other audio devices must be used with earphones. Smoking is not permitted in any HDC building. Residents' parking is in designated areas. Dinners are served in a semi-formal, public restaurant setting, so appropriate dress ( i.e. no shorts) is expected.

**PUBLIC PROGRAMS** Exhibitions, open houses and fund-raising dinners.

**FROM THE DIRECTORS** "At the Horned Dorset Colony, dinners are an important catalyst for dialogue and for exploring collaborative possibilities. Invigorated by delicious food served in memorable surroundings, artists with varying degrees of experience and from different disciplines have the opportunity to discover their common goals."

RE: Leonardsville NY  
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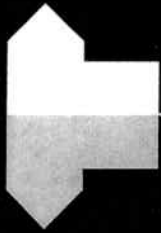
June 15, 2011

Memo to the record: The attached October 2010 – March 2012 Vermont Studio Center brochure was submitted and added to the official record.

*Jane Wolfgang*

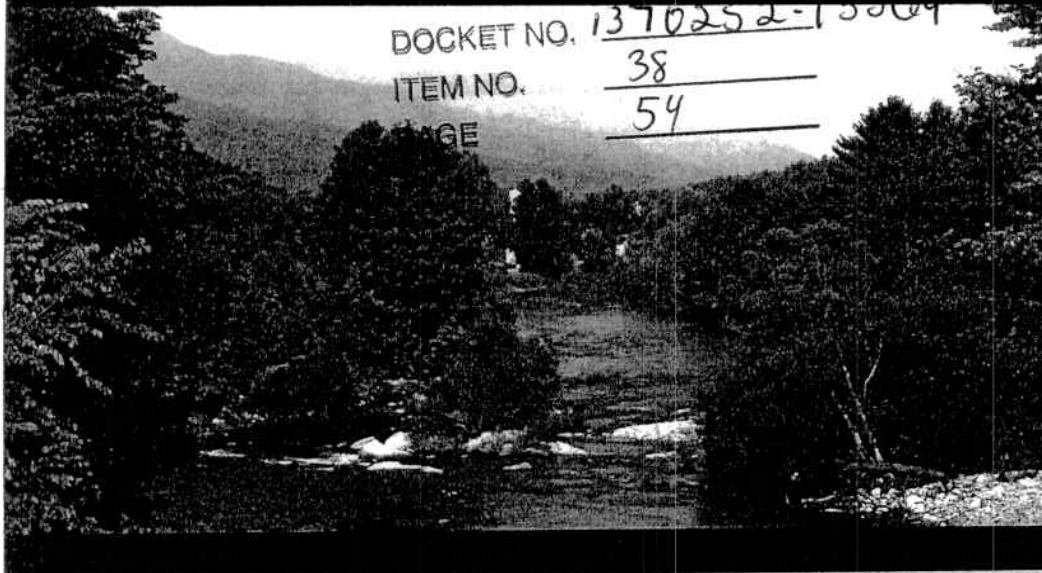
Jane Wolfgang  
A/Optimization Coordinator





VERMONT STUDIO CENTER  
ΛΕΥΩΝΙΣ ΣΤΔΙΟ ΚΕΝΤΕΡ

DOCKET NO. 1370252-15009  
ITEM NO. 38  
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OCTOBER 2010 - MARCH 2012

## ARTISTS AND WRITERS RESIDENCIES

[www.vermontstudiocenter.org](http://www.vermontstudiocenter.org)

Leonardsville, NY 13364 000309

RE: Leonardsville NY  
Docket# 1370252-13364  
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Page 55

June 15, 2011

Memo to the record: The attached March 2011 issue of "Morganotes of the Western new York Morgan Owners Group" was submitted and added to the official record.

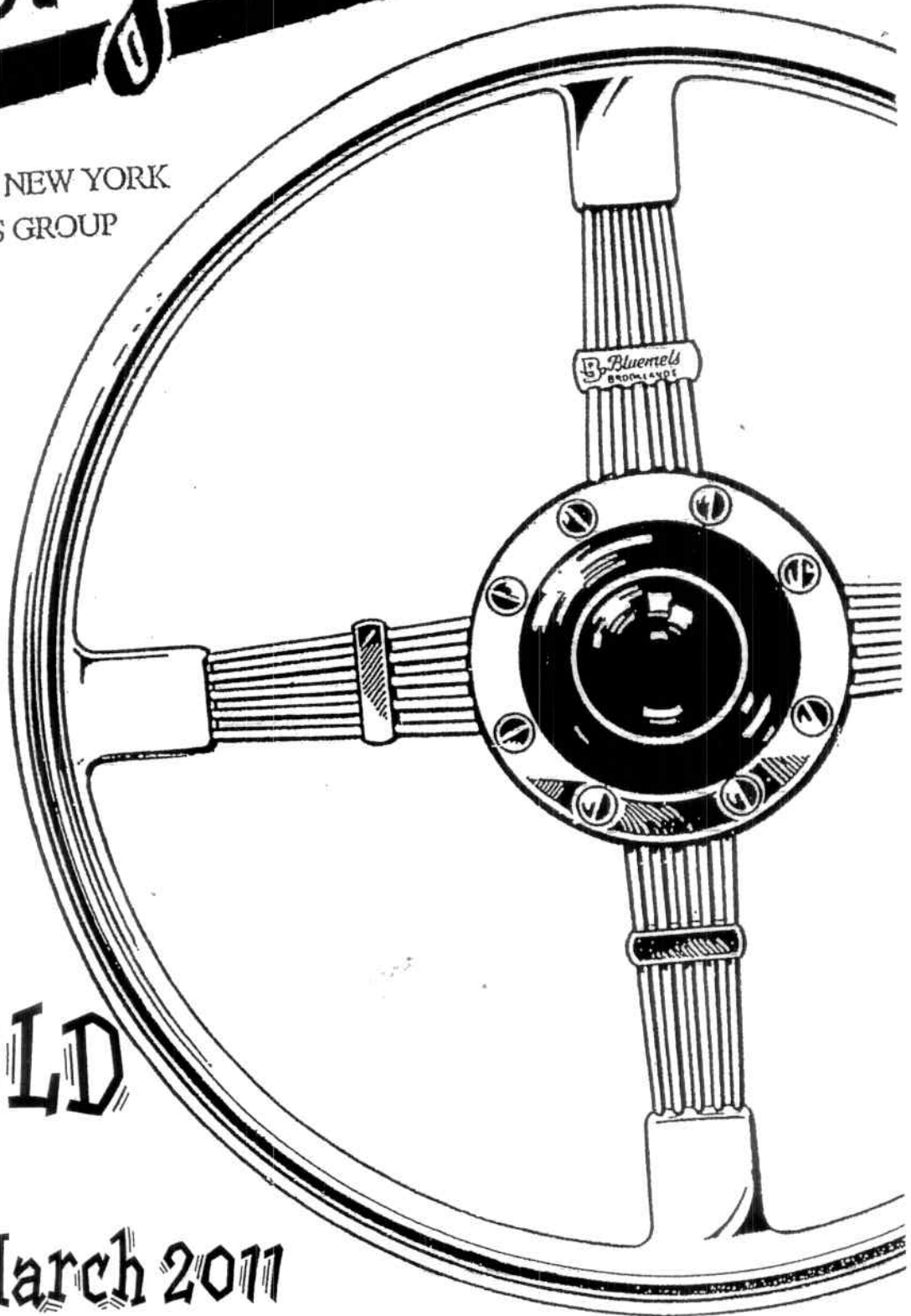
*Jane Wolfgang*

Jane Wolfgang  
A/Optimization Coordinator

# Morgannotes

OF THE WESTERN NEW YORK  
MORGAN OWNERS GROUP

DOCKET NO. 1370252-  
ITEM NO. 38 13364  
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TOO COLD

Issue March 2011

Customers left the route should amenities from West Windford because that office is closer

**Response:**

The delivery route has been carefully reviewed to ensure that the most cost efficient service is provided. Although another Post Office is closer for some customers, Bridgewater is closer for others.

10. **Concern (No Opinion):**  
**Customers inquired about mailbox installation and maintenance**

**Response:**

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

11. **Concern (No Opinion):**  
**Customers were concerned about a change of address**

**Response:**

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers starting to use their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or relocate this office.

12. **Concern (No Opinion):**  
**Customers were concerned about having to travel to another post office for service**

**Response:**

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

13. **Concern (No Opinion):**  
**Customers were concerned about later delivery of mail**

**Response:**

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$4 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

14. **Concern (No Opinion):**  
**Customers were concerned about mail security**

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. **Concern (No Opinion):**  
**Customers were concerned about obtaining accountable mail and large parcels**

**Response:**

If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or it is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

16. **Concern (No Opinion):**  
**Customers were concerned about obtaining services from the carrier**

**Response:**

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamp by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3027-IL, Stamp Purchase Order (Retail), available from the post office of the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COO may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. **Concern (No Opinion):**  
**Customers were concerned about senior citizens**

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide

are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

18. **Concern (No Opinion):**

Customers were concerned about the mailboxes being damaged by snowplows.

**Response:**

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

19. **Concern (No Opinion):**

No Concern

**Response:**

20. **Concern (No Opinion):**

You were concerned about having to travel to another post office for service.

**Response:**

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamp by Mail and Money Order Application forms are available for customer convenience.

21. **Concern (Unfavorable):**

Customers asked why their post office was being discontinued while others were retained.

**Response:**

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

**Concern (Unfavorable):**

22. Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

23. **Concern (Unfavorable):**

Customers questioned the economic savings of the proposed discontinuance.

**Response:**

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

**Nonpostal Concerns**

The following nonpostal concerns were expressed:

1. **Concern (No Opinion):**

Customer expressed a concern about the loss of a gathering place and an information center.

**Response:**

The local church or a convenient market can provide a site for the community to gather, socialize, and share information.

2. **Concern (No Opinion):**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:**

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Oneida Post Office Post office also has a public bulletin board which may be used to post the same information.

3. **Concern (No Opinion):**

Customers felt closing the Leonardsville post office would cause property values to decline.

**Response:**

There is no evidence to indicate that property values decline when a post office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.

4. **Concern (No Opinion):**

Customers felt the loss of a post office would have a detrimental affect on the business community.

**Response:**

Businesses generally require regular and effective postal services, and these will always be provided to the Leonardsville community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.



## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/29/2011

Brian shepardson Postal Operations Manager

Time: 9:00 a.m.

David Moore Postmaster Manlius

Eva Gigon Postmaster Fayetteville

Total Number of Customers Present:

20

Leonardsville Post Office Lobby (Open House  
style format-arrive anytime during times posted  
on letter)

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Robert Alchatten	PO Box 182	13364	315 855 7807
Kimberly DeWitt	Box 182	13364	315 855 7807
Joan L. Davis	P.O. Box 86	13364	315 855-7523
George L. Hammond	P.O. Box 197	13364	315-855-4247
Wendy Barrett	P.O. Box 220	13364	(315) 855-4403
Gileen Fendlow	6271 Colby Rd	13491	315-855-7626
Scott Barron	P.O. Box 220 Leonardsville	13364	315 855-4403
Lyle Jones	PO Box 23	13364	315-855-7813
Sandy Jones	PO Box 23	13364	315 855 7813
Rebecca Nollen	PO Box 199	13364	315 855 4654
Russell Link	P.O. Box 45	13364	855-7575
Don Lantz	PO Box 222	13364	315 580 2062
June Wood	PO Box 45	13364	315-855-7851
Don White	P.O. 87	13364	" " 7186
Dana Castle	P.O. 128, 144, 27	13364	" " 7631



## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
2. **Concern (UnFavorable):**  
Customers were concerned about vandalism of their mail box.  
**Response:**  
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Leonardsville area. Their records indicate that there has not been any report of mail theft or vandalism in the area. Local law enforcement record netted the same results.
3. **Concern (UnFavorable):**  
Customers questioned whether the facility was inadequate  
**Response:**  
The office is currently vacant. The study is management initiated to determine if regular and effective service can be provided through alternate means.
4. **Concern (UnFavorable):**  
Customers were concerned about the limited hours of operation at the post office  
**Response:**  
Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Bridgewater Post Office will provide at least the same number of window service hours as the Leonardsville Post Office.
5. **Concern (UnFavorable):**  
You were concerned about having to travel to another post office for service  
**Response:**  
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
6. **Concern (UnFavorable):**  
Customers were concerned about the mailboxes being damaged by snowplows  
**Response:**  
Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
7. **Concern (UnFavorable):**  
Customers were concerned about senior citizens.  
**Response:**  
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
8. **Concern (UnFavorable):**  
Customer expressed a concern about package delivery and pickup  
**Response:**  
Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
9. **Concern (UnFavorable):**  
Customer expressed a concern about leaving money in the mailbox  
**Response:**  
A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailbox instructing the carrier to sound their horn when they arrive, in order to

DO NOT INCLUDE ANY POST OFFICE OR ROUTE NUMBER

10. **Concern (UnFavorable);**  
Customer expressed a concern about irregular hours that the rural route serves the community  
**Response:**  
Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 5.0 miles away.
11. **Concern (UnFavorable);**  
Customers expressed concern about having to erect a rural mailbox  
**Response:**  
Customers may receive PO Box service from the administrative Post Office located 5.0 miles away.
12. **Concern (UnFavorable);**  
Customers inquired about mailbox installation and maintenance  
**Response:**  
Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
13. **Concern (UnFavorable);**  
Customers were concerned about a change of ZIP Code  
**Response:**  
The Postal Service is helping to preserve community identity by continuing the use of the Leonardsville ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
14. **Concern (UnFavorable);**  
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail  
**Response:**  
Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
15. **Concern (UnFavorable);**  
Customers were concerned about permit mailing  
**Response:**  
Responsibility for the permit account will be/has been transferred to the Bridgewater Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
16. **Concern (UnFavorable);**  
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages  
**Response:**  
The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
17. **Concern (UnFavorable);**  
Customers felt inclement weather and poor road conditions might impede delivery  
**Response:**  
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

#### Nonpostal Concerns

1. **Concern (No Opinion);**  
Customers expressed concern for loss of community identity  
**Response:**  
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern (UnFavorable);**  
Customer expressed a concern about the loss of the community bulletin board at the Post Office.  
**Response:**

and/or lost and found items can be posted, and a variety of other information. The Oneida Post Office Post office also has a public bulletin board which may be used to post the same information.





UNITED STATES  
POSTAL SERVICE

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May 11, 2011

RE: Leonardsville NY

Memo to the record. This is a place card for item 26 Community meeting letter (If community meeting held prior to questionnaire) Meeting was held after questionnaires were sent.  
Reference item 21.

*Nadine Tremblay*

Nadine Tremblay  
Post Office Review Coordinator



The  
Horned Dorset  
Inn

DOCKET NO. 1316004 103004  
ITEM NO. 27  
PAGE 1

Leonardsville, NY 13364

Mr. Brian Shepardson  
Manager, Post Office Operations  
30 Karner Rd.  
Albany, NY, 12288-9992

April 26, 2011

Dear Mr. Shepardson,

Our concerns have been preliminarily sent to you.

This letter, along with a petition signed by 116 Leonardsville PO customers, further demonstrates our firm resolve to fight the closing of our local post office. After losing our school and our only store, the importance of the post office to the livability of our community should not be underestimated or trivialized by the Postal Service.

Last year, a new business, a hand-crafted specialty cheese manufactory, was opened in Leonardsville. It relies on the USPS to ship its products. Another business, a former retail bookstore, decided to close to the public and focus exclusively on antiquarian books to be sold via internet and shipped via USPS. Presently, a local resident is planning to start a medical billing business which would rely heavily on the USPS for its success. Our own group, the co-owners of The Horned Dorset Inn, are in the process of developing an artists' residency program which has as its goal the rehabilitation of many houses and commercial buildings in the town making the area an attractive place for artists, writers and musicians to visit and live. After researching the impact made by similar enterprises in other communities, we estimate that the volume of business done by the post office in Leonardsville may easily double within the next two years.

**At a time when we are actively working with high hopes for revitalizing the town, the closing of the PO would be a huge blow to many** (some of these plans include government community revitalization grants).

Although Section 101 of US Code 39 states that "No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities," we realize that we may have to share in the burden of budgetary cutbacks and be content with a post office which operates on a part-time basis with an Officer in Charge rather than a Postmaster. **We need our post office and are asking for your timely assistance in saving this significant part of our American heritage.**

Sincerely,

Kingsley Wratten, co-owner, The Horned Dorset Inn and Horned Dorset Colony

NYS Sen. David Valesky (49th District)

333 E. Washington St.

805 State Office Bldg.

Syracuse, NY 13202

[valesky@senate.state.ny.us](mailto:valesky@senate.state.ny.us)

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PAGE           

NYS Sen. James Seward (51st District)

41 So. Main St.

Oneonta, NY 13820

[seward@senate.state.ny.us](mailto:seward@senate.state.ny.us)

Assemblyman William Magee

111th District

214 Farrier Ave.

Oneida, NY 13421

315 361 4125

(Oneonta) 607 432 1484

Congressman Richard Hanna (Otsego Co.)

319 Cannon HOB

Washington, DC 20515

or: 258 Genesee St.

Utica, NY 13502

315 724 9740

Congressman William Owens (Madison Co.)

319 Cannon HOB

Washington, DC 20515-3223

or: 131 Main St., Suite 102e

Oneida, NY 13421

315 367 0041

Senator Kirsten Gillibrand

Leo O'Brien Bldg. Room 821

Albany, NY 12207

518 431 0120

Senator Charles Schumer

Leo O'Brien Bldg. Room 420

Albany, NY 12207

518 431 4070

**EDWARD PHELAN**

Dist. Manager, ~~Legislative Operations~~

30 Karner Rd.

Albany, NY 12288-9992

A COPY OF THE ATTACHED  
LETTER HAS BEEN SENT  
TO ALL OF THE ABOVE

WE, THE UNDERSIGNED POSTAL SERVICE CUSTOMERS IN  
LEONARDSVILLE, N.Y., DO NOT BELIEVE THAT "A POSSIBLE  
CHANGE IN THE WAY (OUR) POSTAL SERVICE IS  
PROVIDED" WOULD BE POSITIVE FOR OUR COMMUNITY.  
IN FACT, WE BELIEVE THAT IT WOULD DO  
IRREPARABLE HARM TO OUR COMMUNITY.

DOCKET NO. 1370252-J3364

ITEM NO. 27

NAME ADDRESS PAGE 2 DATE

- 1 King Watten Box 182 Leonardsville NY 4/20/11
- 2 ~~David Davis~~ Any Road Leonardsville 4/20/11
- 3 Robert Watten Box 182 Leonardsville 4/20/11
- 4 Tom Dwyer Leonardsville 4-20-11
- 5 Nancy Angle L'ville 4/21-11
- 6 Jim Gould L'ville "
- 7 Joseph P. St. Hilaire Leonardsville 4/21/11
- 8 D. W. W. Leonardsville 4/21-11
- 9 Richard T. McNamee Leonardsville 4/20/11
- 10 Dan Hano Leonardsville 4/21/11
- 11 Jean Davis P.O. Box 86 Leonardsville, N.Y. 4/21/11
- 12 Bob C. C. P.O. Box 71 Leonardsville NY 4-21-11
- 13 Barb Hand P.O. Box Leonardsville N.Y. 4-21-11
- 14 Judy Beach P.O. Box 213 Leonardsville 4-21-11
- 15 Tom Mazur " 234 " "
- 16 Melinda Wilson P.O. Box 14 Leonardsville 4-21-11
- 17 Koush Waddad P.O. Box 240 Leonardsville 4/21/11
- 18 David L. Long Box 222 Leonardsville NY 4/21/11
- 19 Carolyn Ingham Box 107 Leonardsville NY 4/21/2011
- 20 Wendy Barnett Box 220 Leonardsville, NY 4/21/11
- 21 Cheryl Torruella P.O. 216 4/21/11
- 22 Margaret St. P.O. Box 166 Leonardsville, NY 4/22/11

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DATE

NAME

ADDRESS

- | NAME                    | ADDRESS                                  | DATE    |
|-------------------------|--|---------|
| 23 Lindsey Davis        | PO Box 71 Leonardsville NY 13364         | 4/22/11 |
| 24 Mary Ann Dyke        | Box 148 Leonardsville                    | 4-22-11 |
| 25 Brian Fick           | Box 108 Leonardsville N.Y.               | 4/22/11 |
| 26 Lysle Jones          | P.O. Box 23 Leonardsville NY             | 4-22-11 |
| 27 James E. Sletcher    | PO BX 198 " "                            | 4-22-11 |
| 28 Margaret Hughes      | PO 22 Leonardsville N.Y.                 | 4-22-11 |
| 29 Rose & Michael Smith | PO 175 " "                               | 4/22/11 |
| 30 Carol B. Lewis       | Box 34 Leonardsville, NY                 | 4/22/11 |
| 31 Paula Wisniewski     | Leonardsville                            | 4/22/11 |
| 32 Rebecca White        | PO Box 113 Leonardsville                 | 4/22/11 |
| 33 Renate Nollen        | PO Box 199 Leonardsville                 | 4/23    |
| 34 Maryann Rogers       | PO Box 53 Leonardsville                  | 4/23    |
| 35 Brian Witter         | PO Box 123 Lville                        |         |
| 36 Amanda Effner        | PO Box 31 Leonardsville                  | 4-23-11 |
| 37 Clint Effner         | PO Box 31 Leonardsville                  | 4-23-11 |
| 38 Pa Shults            | PO Box 234 LEONARDSVILLE                 | 4/23/11 |
| 39 T.W. OATMAN          | PO BOX 199 LEONARDSVILLE                 | 4-23-11 |
| 40 Larraire McDuffy     | 156 Pritchard Rd. West Winfield NY 13491 | 4/23/11 |
| 41 James Wiley          | 156 Pritchard R. W. Winfield NY 13491    | 4/23/11 |
| 42 Frederick C. Dyer    | 50 Sunnyside Dr., Utica NY 13501         |         |
| 43 Russell Fick         | P.O. Box 65 Leonardsville 13364          | 4/23/11 |
| 44 John Yuen            | 9937 KATH RD. N. EUMESTON NY 13405       | 4/23/11 |
| 45 David Powell         | PO Box 183 L VILLE                       | 4/25/11 |
| 46 Dawn Schmitt         | PO Box 176 Leonardsville                 | 4-25-11 |
| 47 John Stue            | PO Box 164 Leonardsville NY 13364        |         |
| 48 Diane Gustie         | PO Box 128 Leonardsville NY 13364        |         |
| 49                      |  |         |



	NAME	ADDRESS	DATE
50	P. Leuthaus	PO Box 137	4/25/11
51	m. maine	PO Box 196	4-25-11
52	Cathy Ped	PO Box 189 Leonardsville	4-25-11
53	Susan H. Harnish	POB 187 LEONARDSVILLE NY 13344	4/25/11
54	Ruth Starkweather	POB 317 Leonardsville NY	4/25/11
55	<del>Robert Starkweather</del>	POB 317 LEONARDSVILLE NY 13344	4/25/11
56	Kelly D. Zurek II	PO Box 101 Center St. Leonardsville	
57	Sony Skirba	PO Box 239 2117 Rt 8 Iville NY 11114	
58	Christine Howard	PO Box 76 Leonardsville	4/25-11
59	Catherine W. Keen	PO Box 93 Leonardsville	4/25/11
60	Bob Telle	PO Box 113 Leonardsville	4/25/11
61	Karen Onufreano	PO Box 135 Leonardsville	4/25/11
62	Jessica Edwards	PO Box 58 Leonardsville	4/25/11
63	Daniel J. Egan	PO Box 58 Leonardsville	4/25/11
64	Elizabeth Webb	PO Box 98 Leonardsville	4/25/11
65	Paul J. Webb	PO Box 125 Leonardsville	4/25/11
66	Quincy Hammy	PO Box 218 Leonardsville	4/25/11
67	Michael Hartock	" "	" "
68	William	PO Box 111 Leonardsville	4/25/11
69	Leah M. Hays	PO Box 34 Leonardsville	4/25/11
70	Tom, Jr.	PO Box 34 Leonardsville	" "
71	Maria Bailey	PO Box 38 "	11 4/25/11
72	Carol Ann	PO Box 38 "	4/25/11
73	Shannon Higgins	PO Box 226 Leonardsville NY	
74	Scott Gleason	PO Box 226 LEONARDSVILLE NY	
75	Carlie Miller	PO Box 226 Leonardsville NY	4/25/11
76	Brenda Rogowski	PO Box 216 Leonardsville NY	4/25/11

NAME ADDRESS DATE

77	Michelle Sheff	Po Box 214 Leonardsville NY	4/25/11
78	Brian K Chase	Po Box 103 Leonardsville NY	4-25-11
79	Coley R Hill	Po Box 2 Leonardsville	4-26-11
80	TOMIS OSTRANDER	10783 Hoxie Rd W. COMESTON NY	4-26-11
81	DAVE BAKER	1-1meston	
82	Bonnie Burch	P.O. Box 12 Leonardsville	4-26-11
83	Wendy Tannay	11581 Minner Rd W. windsor	4-26-11
84	Pamela Witter	Box 123, 13364	4-26-11
85	Shelly Jones	PO Box 23 13364	4-26-11
86	Jaye Kabana	P.O. Box 84 13364	4-26-11
87	ELAINE ROBACK	Po Box 87 13364	4-26-11
88	William H Lewis	Po Box 178 13364	4-26-11
89	Fred & Dorothy Curtis	Po Box 77 13364	4-26-11
90	Jayne W. Ford	Po Box 46 13364	4/26/11
91	Linda Elfring	PO Box 36 13364	4/26/11
92	Raeel Wood	Po Box 45 13364	4/26/11
93	Karen Chilson	PO Box 47 13364	4/26/11
94	David F. Mast	PO. Box 1 13364	4/26/11
95	<del>_____</del>	Po Box 75 13364	4/26/11
96	David Hogg	Po Box 4 13364	4-26-11
97	Kimberly Eggleston	Po Box 4 13364	4-26-11
98	Robert Geyer	Po Box 174 13364	4-26-11
99	Will Lewis	P.O. Box 116 13364	4/26/11
100	Leo Roberts	Box 6 13364	4-27-11
101	Renee Moore	Po Box 145 13364	4-27-11
102	Fred Palmer	Po Box 133 13364	4-27-11
103	Ruth Palmer	Po Box 123 13364	4-27-11

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- 104 Bruce Quinn P.O. Box 48 13364  
105 Anita Smke P.O. Box 85 13364  
106 Donald Rector W. Edwards NY 13485  
107 C Schimp PO. Box 153 13364  
108 John W. S. PO Box 233 13364  
109 George C. Narmund PO Box 187 13364  
110 Jim Marsh 749 State Hwy 8 13485  
111 Cindy Hill 2015 US Nounadally 13364  
112 Lou Radue POB 74 Leonardsville 13364  
113 Kathy Johnson 10433 Quins Rd West Winged, ny 13491  
114 Mary Lion P.O. Box 164 - 13364  
115 Tamara Lewis PoBox 178 13364  
116 Bruce Watter Box 142 13364  
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**A. Office**

Name: LEONARDSVILLE State: NY Zip Code: 13364  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Madison  
EAS Grade: 11 Finance Number: 354850  
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Nadine Trambly  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4085

Date: 05/12/2011  
Fax No: (518) 484-7429

## Proposal Checklist

### Section I

#### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

#### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

#### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.





05/12/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the LEONARDSVILLE Post Office  
Docket No. 1370252

This is to advise you that on 05/13/2011, I will post for public comment a proposal to close the LEONARDSVILLE Post Office in  
Madison, Congressional District No. 23.

If you have any questions, please call NADINE TREMBLAY District Review Coordinator at (516) 452-4085.

EDWARD PHELAN  
District Manager  
ALBANY PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/12/2011
2. Post Office Name LEONARDVILLE		3. State and ZIP + 4 Code NY 13364-0000		
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Madison	7. Congressional District 33	
8. Request for Proposal to Discontinue Management initiated study to determine if regular and effective service can be provided through alternate channels.		9. PO Emergency Suspension (M-F and Sat) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date Retired Occupied 05/06/2009 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (150EAS-11) Downgraded from EAS-11 d. No. of Career 0 No. of Career 0 No. of Non-Career 0 e. No. of Others 0 No. of Career 0 No. of Non-Career 0		a. Time M-F 08:00 to 12:00 and 13:00 to 16:45 Sat 07:30 to 10:00 Total Window Hours Per Week b. Lobby Time M-F 08:00 to 12:00 and 13:00 to 17:00 Sat 07:30 to 10:30 41.25		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 436 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 436 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 28.30		a. Type of Mail Received Dispatched b. First-Class 289 108 c. Newspaper 94 2 d. Parcel 10 7 e. Other 1 0 f. Total 394 117 g. No. of Postage Meters 0 h. No. of Permits 0		
Postage a. FY 2006 \$ 29,123 2008 \$ 30,356 2010 \$ 28,387		Receipts \$ 29,123 \$ 30,356 \$ 28,387 b. EAS Step 1 PM Basic Salary (No Cost) \$ 33166 c. PM Fringe Benefits (13.4% of b.) \$ 11,111		
15a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (If Leased, Expiration Date) 06/30/2012 Annual Lease \$ 6000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, How/When by) Located in <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
15b. Explain: Bridgewater Post Office				
17. Schools, Churches and Organization in Service Area		18. Administrative/Enlarging Office (Proposed)		
No. 2		Name BRIDGEWATER PO EAS Level 13 Miles Away 3.0 Window Service Hours M-F 08:00 to 16:45 SAT 08:00 to 11:00 Lobby Hours M-F 08:00 to 17:00 SAT 07:30 to 11:30 PO Boxes Available 188		
19. Businesses in Service Area		20. Nearest Post Office (If different from above)		
No. 0		Name BRIDGEWATER PO EAS Level 13 Miles Away 3.0 Window Service Hours M-F 08:00 to 16:45 SAT 08:00 to 11:00 Lobby Hours M-F SAT PO Boxes Available 0		
21. Prepared by				
Printed Name and Title MADINE TREMBLAY		Signature MADINE TREMBLAY		Telephone No. AL 11 (518) 452-4285
PO Designation/Contract Name MADINE TREMBLAY		Telephone No. AL 11 (518) 452-4285		Address ALBANY, NY

PS Form 4836, June 1993



05/12/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
LEONARDSVILLE Proposal  
Docket No. 1370252 - 13364

Please post the enclosed proposal to close the LEONARDSVILLE Post Office in the lobby. The proposal must be posted in a prominent place from 05/13/2011 through close of business on 07/14/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (518) 452-4085.

NADINE TREMBLAY  
Post Office Review Coordinator  
ALBANY PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 05/13/2011

Date of Removal: 07/14/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE LEONARDSVILLE, NY POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

To the customers of the Leonardsville Post Office:

The Postal Service is considering the close of the Leonardsville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/13/2011 through 07/14/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Leonardsville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY  
30 KARNER RD  
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.



BRIAN SHEPARDSON  
30 KARNER RD  
ALBANY, NY 12288-9992

Date of Posting: 05/13/2011

Posting Round Date:

Date of Removal: 07/14/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on July 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Management initiated study to determine if regular and effective service can be provide through alternate channels.

The Leonardsville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 07:30 to 10:00 Saturday and lobby hours of 08:00 to 12:00 and 13:00 to 17:00 on Monday - Friday and 07:30 to 10:30 on Saturday to 136 post office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services, and the acceptance and dispatch of all classes of mail.

The retail window averaged 29 transaction(s) accounting for 42 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,123 ( 70 revenue units) in FY 2006; \$30,256 ( 79 revenue units) in FY 2009; and \$28,397 ( 74 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 29, 2011, representatives from the Postal Service were available at Leonardsville Post Office Lobby (Open House style format) to answer questions and provide information to customers. 20 customer(s) attended the meeting.

On April 20, 2011, 137 questionnaires were distributed to delivery customers of the Leonardsville Post Office. Questionnaires were also available over the counter for retail customers at the Leonardsville Post Office. 55 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 29 unfavorable, and 19 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Bridgewater Post Office, an EAS-13 level office. Window service hours at the Bridgewater Post Office are from 08:00 to 13:00 and 14:00 to 16:45, Monday through Friday, and 06:00 to 11:00 on Saturday. There are 189 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about obtaining services from the carrier.  |
| <b>Response:</b>   | Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL. The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS. Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES. Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL. Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume deli. |
| 2. <b>Concern:</b> | Customer expressed a concern about package delivery and pickup   |

- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
3. **Concern:** Customer expressed concerned about safety of location of Bridgewater Post Office.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
4. **Concern:** Customer submitted a summary of meeting notes
- Response:** The customer r notes have been entered into the official record.
5. **Concern:** Customer suggested it's likely more people would use the facility if window hours were changed for earlier and later periods each day. This could be done on alternate days, reducing overall daily postal hours to save costs.
- Response:** The customer r suggested has been duly noted and added to the official record.
6. **Concern:** Customer was concerned that questions on the survey do not address many of the customers issues which are best addressed in person.
- Response:** The customer r letter dated April 29, 2011, and mailed April 30, 2011, has been entered into the official record for the feasibility study of the Leonardville Post Office. Your letter highlights a unique probability of increased volume/revenue from revitalization programs and The Horned Dorset sponsorship of the artists' residency program.
7. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5.0 miles away.
9. **Concern:** Customers expressed concern for loss of community identity
- Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
10. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
11. **CoDocket No. A2011-51** Customers felt the route should emanate from West Windfield because that office is closer



**Response:** The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although another Post Office is closer, for some customers, Bridgewater is closer for others.

12. **Concern:** Customers inquired about mailbox installation and maintenance.

**Response:** Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

13. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

**Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

14. **Concern:** Customers were concerned about a change of address.

**Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.

15. **Concern:** Customers were concerned about having to travel to another post office for service.

**Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

16. **Concern:** Customers were concerned about later delivery of mail.

**Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$6 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

17. **Concern:** Customers were concerned about mail security.

**Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

18. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

**Response:**

If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

**19. Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

**20. Concern:**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

**21. Concern:**

Customers were concerned about the mailboxes being damaged by snowplows.

**Response:**

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

22. **Concern:** You were concerned about having to travel to another post office for service.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
23. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
24. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.
- Response:** Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 5.0 miles away.
25. **Concern:** Customer expressed a concern about leaving money in the mailbox.
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
26. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
- Response:** The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
27. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
28. **Concern:** Customers questioned whether the facility was inadequate.
- Response:** The office is currently vacant. The study is management initiated to determine if regular and effective service can be provided through alternate means.
29. **Concern:** Customers were concerned about a change of ZIP Code.
- Response:** The Postal Service is helping to preserve community identity by continuing the use of the Leonardsville ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
30. **Concern:** Customers were concerned about permit mailing.

**Response:**

Responsibility for the permit account will be/has been transferred to the Bridgewater Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

31. **Concern:**

Customers were concerned about the limited hours of operation at the post office

**Response:**

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Bridgewater Post Office will provide at least the same number of window service hours as the Leonardsville Post Office.

32. **Concern:**

Customers were concerned about vandalism of their mail box.

**Response:**

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Leonardsville area. Their records indicate that there has not been any report of mail theft or vandalism in the area. Local law enforcement record netted the same results.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Leonardsville is an unincorporated community located in Madison County. The community is administered politically by none. Police protection is provided by the Madison County Sheriff's Dept. Fire protection is provided by the Leonardsville Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Leonardsville Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of a gathering place and an information center.   |
| <b>Response:</b>   | The local church or a convenient market can provide a site for the community to gather, socialize, and share information.   |
| 2. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Oneida Post Office Post office also has a public bulletin board which may be used to post the same information. |
| 3. <b>Concern:</b> | Customers felt closing the Leonardsville post office would cause property values to decline.  |
| <b>Response:</b>   | There is no evidence to indicate that property values decline when a post office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.  |
| 4. <b>Concern:</b> | Customers felt the loss of a post office would have a detrimental effect on the business community.   |

**Response:**

Businesses generally require regular and effective postal services, and these will always be provided to the Leonardsville community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

5. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on July 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,376 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 5,900</u>
Total Annual Costs	\$ 51,179
Less Annual Cost of Replacement Service	<u>- \$ 3,803</u>
Total Annual Savings	<u>\$ 47,376</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster retired on July 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service, however, attempts will be made to reassign the employee(s) to a near by facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Leonardsville Post Office provided delivery and retail service to 136 PO Box customers and no delivery route customers. The daily retail window transactions averaged 29. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$47,376 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Leonardsville Post Office and Bridgewater Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



BRIAN SHEPARDSON  
Manager, Post Office Operations

05/13/2011

Date







07/14/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/14/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY  
Post Office Review Coordinator  
30 KARNER RD  
ALBANY, NY 12288-9992



**A. Office**

Name: LEONARDSVILLE State: NY Zip Code: 13364  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Madison  
EAS Grade: 11 Finance Number: 354650  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPD ☐

This form is a place holder for number 38. The round dated copies of the proposal have been received.

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4385

Date: 07/21/2011  
Fax No: (518) 404-7429



Date of Removal: 07/14/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364

Date of Posting: 05/13/2011

Date of Removal: 07/14/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE



To the customers of the Leonardsville Post Office:

The Postal Service is considering the close of the Leonardsville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/13/2011 through 07/14/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Leonardsville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY  
30 KARNER RD  
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script, appearing to read "Brian Shepardon".

BRIAN SHEPARDSON  
30 KARNER RD  
ALBANY, NY 12288-9992

July 20, 2011

Dorothy Major  
USPS  
2008 State Route 8  
Leonardsville NY 13364

Dear Dorothy,

Enclosed are the original Proposal to close Leonardsville Post Office and the Invitation for Comments.

The items are being returned for the following reason:

You indicated that the date stamper that you have is in poor condition and does not produce a clean postmark. Please do the following to the enclosed forms and then return to me via Express Mail:

Initial next to each date on both copies. Date plug on the back of each copy a clean postmark using your AVSEC stamp, which you indicated has a rolling date and is more legible.

Include a brief letter indicated the condition of the date stamp used and include a sample piece of paper with several postmark samples that the date stamp produces.

Return all documents, including the statement from you and the sample via Express Mail to:

Nadine Tremblay  
Post Office Review Coordinator  
Albany District  
30 Karner Rd  
Albany NY 12268



**United States  
Postal Service**

Leonardsville Post Office is a Level 11 manual office, with a date stamper of poor condition. It does not give a good impression with a clear image. I have stamped a sheet of paper several times to show this and attached it to this letter. I have used the AVSEC stamper on the back of the proposal and the invitation for comments. This is more legibly but still not the greatest.

Dorothy Major OIC  
Leonardsville Post Office





**United States  
Postal Service**



NOTED  
7/21/11

2-1

2011







Date of Posting: 05/13/2011

USPS

Posting Round Date:



Date of Removal: 07/14/2011

Removal Round Date:

USPS

PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364

Date of Posting: 05/13/2011

Date of Removal: 07/14/2011



**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Leonardsville Post Office:

The Postal Service is considering the close of the Leonardsville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/13/2011 through 07/14/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Leonardsville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY  
30 KARNER RD  
ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

BRIAN SHEPARDSON  
30 KARNER RD  
ALBANY, NY 12288-9992

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 07/14/2011

Postal Customers of the Leonardsville Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Leonardsville Post Office, which was posted 05/13/2011 through 07/14/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Leonardsville Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,



MICHELLE KRUL  
30 KARNER RD.  
ALBANY, NY 12286-9992



**A. Office**

Name: LEONARDSVILLE State: NY Zip Code: 13364  
Area: NORTHEAST District: ALBANY PFC  
Congressional District: 23 County: Madison  
EAS Grade: 11 Finance Number: 354650  
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPD: ☐

This form is a place holder for number 38. There was not a premature appeal received.

Prepared by: Nadine Tremblay  
Title: ALBANY PFC Post Office Review Coordinator  
Tele No: (518) 452-4085

Date: 07/21/2011  
Fax No: (518) 464-7429



## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	20
Favorable comments	5
Unfavorable comments	23
No opinion expressed	4
Total comments returned	29

### Postal Concerns

The following postal concerns were expressed:

1. **Concern (Favorable)**  
 Customers were concerned about mail security.  
**Response:**  
 USPS provide the security of individually locked mail compartments. There have been no recent reports of mail theft or vandalism in the area.
2. **Concern (Favorable)**  
 No Concern  
**Response:**
3. **Concern (Favorable)**  
 You were concerned about having to travel to another post office for service.  
**Response:**  
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require visiting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
4. **Concern (No Opinion)**  
**Response:**  
 Customers who claim their PO Box is currently have street delivery WILL NOT be required to change their address. Only customers desiring to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate the office. ZIP addresses are generally given by the county's ZIP coordinator. The Postal Service does not establish ZIP addresses. Any questions concerning your ZIP address should be directed to the county's ZIP coordinator.
5. **Concern (No Opinion)**  
 Customer expressed a concern about package delivery and pickup.  
**Response:**  
 For carrier pick up of packages, you can contact the appropriate Post Office, letting the carrier know that you have a package available for pick up. The carrier can schedule from the list of hold or order to receive packages. The rural carrier will accept return, late or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount owed the customer.
6. **Concern (No Opinion)**  
 Customer expressed a concern about package delivery and pickup.  
**Response:**  
 For carrier pick up of packages, you can contact the appropriate Post Office, letting the carrier know that you have a package available for pick up. The carrier can schedule from the list of hold or order to receive packages. The rural carrier will accept return, late or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount owed the customer.
7. **Concern (No Opinion)**  
 Customer expressed a concern about the loss of the community bulletin board at the Post Office.  
**Response:**  
 Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, rental and found items can be posted, and a variety of other information.
8. **Concern (No Opinion)**  
 Customers asked why their post office was being discontinued while others were retained.  
**Response:**  
 You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
9. **Concern (No Opinion)**  
 Customers expressed concern for loss of community identity.  
**Response:**  
 You expressed a concern about the loss of the Community identity. A community's identity derives from the interest and study of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
10. **Concern (No Opinion)**  
 Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.  
**Response:**  
 The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
11. **Concern (No Opinion)**  
 Customers expressed concern over the dependability of rural mail service.  
**Response:**  
 Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During natural and man-made emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at homes at about the same time each day.
12. **Concern (No Opinion)**  
 Customers questioned the economic savings of the proposed discontinuance.  
**Response:**  
 You questioned the economic savings of the proposed discontinuance. Carrier service is more cost effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

13. **Concern (No Opinion):**  
**Customers were concerned about growth in the community.**  
**Response:**  
You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
14. **Concern (No Opinion):**  
**Customers were concerned about mail security.**  
**Response:**  
Customers may place a lock on their mailboxes. The mailboxes must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
15. **Concern (No Opinion):**  
**Customers were concerned about obtaining accountable mail and large parcels.**  
**Response:**  
If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Bridgewater Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
16. **Concern (No Opinion):**  
**Customers were concerned about obtaining services from the carrier.**  
**Response:**  
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is placed in its association. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
17. **Concern (No Opinion):**  
**Customers were concerned about the quality of service, reliability, and integrity of the contractor.**  
**Response:**  
Award of the contract is based on evaluation of offers including actual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.
18. **Concern (No Opinion):**  
**No Comment.**  
**Response:**
19. **Concern (No Opinion):**  
**You were concerned about having to travel to another post office for service.**  
**Response:**  
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Simple Mail and Money Order Application forms are available for customer convenience.
20. **Concern (Unfavorable):**  
**Customer concerned that not having a Post Office will cause businesses and prevent new business growth.**  
**Response:**  
The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
21. **Concern (Unfavorable):**  
**Customer expressed a concern about package delivery and pickup.**  
**Response:**  
For carrier pick up of packages, you can contact the address office Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to retrieve packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a trackable meter.
22. **Concern (Unfavorable):**  
**Customer expressed a concern about package delivery and pickup.**  
**Response:**  
Rural carriers will deliver packages that fit in your rural mailbox. If the package does not fit in the mailbox, the carrier will deliver the package as far as possible off the line of travel at a designated place, such as on your porch or under a canopy. For carrier pick up of packages, you can contact the Bridgewater Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to retrieve packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a trackable meter.
23. **Concern (Unfavorable):**  
**Customer expressed concern for need of a second community meeting.**  
**Response:**  
Postal review of local office operations follows a strict process dictated by regulation. The community-based meeting is designed to collect public comments from a cross-section of users of a facility. Additional input is provided by a questionnaire and a mailing address for further comments. Multiple options allow customers to comment, publicly or privately, regardless of personal schedules. We conduct one meeting per location to ensure consistency and the levels of participation for all communities.
24. **Concern (Unfavorable):**  
**Customer feels a Post Office with a Postmaster is needed.**  
**Response:**  
Part of our obligation to study expenses includes an assessment of the infrastructure. The Postal Service spends nearly \$2 billion on building expenses to update its real estate inventory of more than 54,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time some 7,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our total facility footprint as well. For all postal facilities, annual operational costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leaving costs as well as annual costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shared hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we head off this tide.
25. **Concern (Unfavorable):**  
**Customer questioned having to travel further to conduct certain transactions not afforded by carrier?**

**Response:**

Stamp purchases represent more than 80 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online desktop service – found at the Locate A Post Office site at [www.usps.com](http://www.usps.com) – can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a store office for by a letter carrier is not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the [www.usps.com](http://www.usps.com) website for services such as how to locate a post office. The site online requests include ZIP-code look-up and tracking packages. We believe placing the most requested postal product – stamps – in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and associated online services, constitutes regular and effective access for postal customers.

**26. Concern (Unfavorable)**

**Customer questioned why their office was being studied for possible discontinuation.**

**Response:**

The PMO has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate means. Additionally, we review workload analysis using a formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all handled differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail territory, we put up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at private businesses. We learn that will stamps or contracts with. Finally, we consider our total operating expenses. That includes lease, salaries and benefits, replacement, pay when there is an absence, heating, hours, equipment, stock and supplies on hand, utilities, maintenance, transportation, and other operational costs.

**Concern (Unfavorable)**

**27. Customer suggested making Leonardsville a hub of Bridgewater Post Office and have a Postmaster Relief work at Leonardsville allowing a Postmaster.**

**Response:**

Currently, a Postmaster Relief is hired to cover a Postmaster in an independent Post Office on two relief days. In a government contract, items are ordered contractually for relief positions. Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transferred into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As major parts of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as auxiliary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.

**28. Concern (Unfavorable)**

**Customer suggestion to shorten hours to save money.**

**Response:**

Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transferred into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As major parts of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as auxiliary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.

**29. Concern (Unfavorable)**

**Customer was concerned they would be unable to get their deadline.**

**Response:**

Many health care plans offer incentives to utilize the "mail order" option on prescription fills up they mail order program. Delivery can be made to mail box or PO Box. Prescriptions can be mailed to your address with no need to travel.

**30. Concern (Unfavorable)**

**Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.**

**Response:**

Closing an office is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address, overpaid pensions, 5 day delivery, and pre-funded health benefit plan. The Postal Service has already made reductions at all levels of the organization, including a 20 % reduction in administrative positions, as well as reducing one-line and seven District offices.

**31. Concern (Unfavorable)**

**Customers asked why their post office was being discontinued while others were retained.**

**Response:**

You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. Often there is a vacancy in a small office. It is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

**32. Concern (Unfavorable)**

**Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.**

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

**Concern (Unfavorable)**

**33. Customer questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.**

**Response:**

Carrier service call for first, in the same, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an Annual savings of approximately \$100,000. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenues which can offset their greater expenses.

**34. Concern (Unfavorable)**

**Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.**

**Response:**

Customer's personal service will be provided by personnel at the Bridgewater Post Office and from the carrier. Special assistance will be provided as needed.

**35. Concern (Unfavorable)**

**Customers were concerned about having to travel to another Post Office for services.**

**Response:**

services provided at the Post Office and be available from the carrier, and customers are not able to come to another Post Office for service. Mail transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

36. Concern (Unfavorable)  
Customers were concerned about mail security.

**Response:**

CSUs provide the security of individually locked mail compartments. There have been no recent reports of mail theft or vandalism in the area.

37. Concern (Unfavorable)  
Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not own mailboxes which are locked and does not obtain keys for this purpose.

38. Concern (Unfavorable)  
Customers were concerned about obtaining accountable mail and large parcels.

**Response:**

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer if authorized by the customer, or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-4USPS.

39. Concern (Unfavorable)  
Customers were concerned about obtaining services from the carrier.

**Response:**

Most mail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, enclosed payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Mail orders are processed overnight, and come immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier for cash the price of the money order plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to be deposited. If customers prefer, the completed money orders will be returned for collection on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

40. Concern (Unfavorable)  
Customers were concerned about obtaining services from the carrier.

**Response:**

The local carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick-up, special services and money order sales.

41. Concern (Unfavorable)  
Customers were concerned about senior citizens.

**Response:**

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to rural and isolated mailboxes or centralized box units. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater postmaster for more information.

42. Concern (Unfavorable)  
Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to rural and isolated mailboxes or centralized box units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

43. Concern (Unfavorable)  
Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to rural and isolated mailboxes or centralized box units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater postmaster for more information.

**Concern (Unfavorable)**

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service at the future will be smaller, leaner and more competitive. But it will continue to drive commerce, create communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.

**Response:**

The PMO has taken management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost-effective alternate means. Additionally, we review workload analysis using a formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A money order, a money order or a postage transaction are all handled differently. We measure customer demand, in part, by revenue figures. Some of the information, such as package sales is proprietary. However, in

most post offices with retail services, walk-in numbers and types of window transactions. We even use "down time" to look at what other services are available nearby at post offices or at other businesses, like stores that sell stamps or contactless cards. Finally, we consider our total operating expenses. That includes those salaries and benefits, replacement pay when there is an absence, heating bills, equipment, stock and supplies on hand, utilities, maintenance, transportation, and other operational costs.

45. Concern (Unfavorable):  
You were concerned about having to travel to another post office for service.

**Response:**

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require leaving the carrier at the Mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

**Respostal Concerns:**

The following nonpostal concerns were expressed:

1. Concern (No Opinion):  
Customer expressed a concern about the loss of the community bulletin board at the Post Office.  
**Response:**  
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
2. Concern (No Opinion):  
Customer expressed a concern about the loss of the community bulletin board at the Post Office.  
**Response:**  
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
3. Concern (No Opinion):  
Customers were concerned about growth in the community.  
**Response:**  
You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
4. Concern (No Opinion):  
Customers were concerned about senior citizens.  
**Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for handicapped or special customer needs. To request an exception for home delivery, customers may contact the Bridgewater Postmaster for more information.
5. Concern (No Opinion):  
Customers were concerned about the loss of a gathering place and an information center.  
**Response:**  
Residents may continue to meet informally, socially, and share information at the other businesses, churches and residences in town.
6. Concern (Unfavorable):  
Customer expressed a concern about nonpostal services.  
**Response:**  
Nonpostal services provided at the Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.
7. Concern (Unfavorable):  
Customer expressed a concern about the loss of the community bulletin board at the Post Office.  
**Response:**  
Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Bridgewater Post Office may have a public bulletin board which may be used to post the same information.
8. Concern (Unfavorable):  
Customers expressed concern for loss of community identity.  
**Response:**  
A community's identity derives from the interest and ability of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
9. Concern (Unfavorable):  
Customers felt closing the Post Office would cause property values to decline.  
**Response:**  
There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.
10. Concern (Unfavorable):  
Customers questioned the economic savings of the proposed discontinuance.  
**Response:**  
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
11. Concern (Unfavorable):  
Customers were concerned about growth in the community.  
**Response:**  
The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
12. Concern (Unfavorable):  
Customers were concerned about the loss of a gathering place and an information center.  
**Response:**  
Residents may continue to meet informally, socially, and share information at the other businesses, churches and residences in town.

Date of Posting: 05/13/2011

Posting Round Date:

Date of Removal: 07/14/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1370252 - 13364

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on July 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons. Management initiated study to determine if regular and effective service can be provide through alternate channels.

The Leonardsville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 07:30 to 10:00 Saturday and lobby hours of 08:00 to 12:00 and 13:00 to 17:00 on Monday - Friday and 07:30 to 10:30 on Saturday to 136 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 29 transaction(s) accounting for 42 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,123 ( 76 revenue units) in FY 2008; \$30,256 ( 79 revenue units) in FY 2009; and \$28,397 ( 74 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 29, 2011, representatives from the Postal Service were available at Leonardsville Post Office Lobby (Open House style format) to answer questions and provide information to customers. 20 customer(s) attended the meeting.

On April 20, 2011, 137 questionnaires were distributed to delivery customers of the Leonardsville Post Office. Questionnaires were also available over the counter for retail customers at the Leonardsville Post Office. 55 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 28 unfavorable, and 19 expressed no opinion.

A petition supporting the retention of the Leonardsville Post Office was received on May 13, 2011, with 116 signatures. If this proposal is implemented, delivery and retail services will be provided by the Bridgewater Post Office, an EAS-13 level office. Window service hours at the Bridgewater Post Office are from 08:00 to 13:00 and 14:00 to 16:45, Monday through Friday, and 08:00 to 11:00 on Saturday. There are 189 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about obtaining services from the carrier.  
**Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. **PURCHASING STAMPS BY MAIL** The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. **PURCHASING POSTAL MONEY ORDERS** Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. **SPECIAL SERVICES** Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. **HOLDING MAIL** Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
2. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** Package delivery and pickup is provided by the carrier. Customers who are away for an extended time may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.



- Response:** Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
3. **Concern:** Customer expressed concerned about safety of location of Bridgewater Post Office.
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
4. **Concern:** Customer submitted a summary of meeting notes
- Response:** The customer r notes have been entered into the official record.
5. **Concern:** Customer suggested it's likely more people would use the facility if window hours were changed for earlier and later periods each day. This could be done on alternate days, reducing overall daily postal hours to save costs.
- Response:** The customer r suggested has been duly noted and added to the official record.
6. **Concern:** Customer was concerned that questions on the survey do not address many of the customers issues which are best addressed in person.
- Response:** The customer r letter dated April 29, 2011, and mailed April 30, 2011, has been entered into the official record for the feasibility study of the Leonardville Post Office. Your letter highlights a unique probability of increased volume/revenue from revitalization programs and The Horned Dorset sponsorship of the artists' residency program.
7. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5.0 miles away.
9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
10. **Concern:** Customers felt the route should emanate from West Windfield because that office is closer
- Response:** The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although another Post Office is closer for some customers, Bridgewater is closer for others.
11. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.



12. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
13. **Concern:** Customers were concerned about a change of address
- Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.
14. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$6 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
15. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
17. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned

for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

18. **Concern:** Customers were concerned about senior citizens
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
19. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
20. **Concern:** You were concerned about having to travel to another post office for service
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
21. **Concern:** Customer concerned that not having a Post Office will close businesses and prevent new business growth.
- Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
22. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Bridgewater Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
23. **Concern:** Customer expressed concern for need of a second community meeting.
- Response:** Postal review of local office operations follows a strict process dictated by regulation. The community-based meeting is designed to collect public comments from a cross-section of users of a facility. Additional access is provided by a questionnaire and a mailing address for lengthier comments. Multiple options allow customers to comment, publicly or privately, regardless of personal schedule. We conduct one meeting per location to assure consistency and fair levels of participation for all communities.
24. **Concern:** Customer feels a Post Office with a Postmaster is needed.

**Response:**

Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as ancillary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.

**25. Concern:**

Customer questioned having to travel further to conduct certain transactions not afforded by carrier?

**Response:**

Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at [www.usps.com](http://www.usps.com) — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the [usps.com](http://usps.com) website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

**26. Concern:**

Customer questioned why their office was being studied for possible closure/consolidation.

**Response:**

The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

**27. Concern:**

Customer suggested making Leonardsville a hub of Bridgewater Post Office and have a Postmaster Relief work at Leonardsville eliminating a Postmaster.

**Response:**

Contractually, a Postmaster Relief is hired to cover a Postmaster in and Independent Post Office on their relief days. In a station/branch, clerks are utilized contractually for retail positions. Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This

expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as ancillary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.

28. **Concern:** Customer suggestion to shorten hours to save money
- Response:** Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as ancillary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.
29. **Concern:** Customer was concerned they would be unable to get their medicine
- Response:** Many health care plans offer incentives to utilize the "mail order" option on prescriptions filled via their mail order channel. Delivery can be made to mail box or PO Box. Prescriptions can be mailed to your address with no need to travel.
30. **Concern:** Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.
- Response:** Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices.
31. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
32. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
33. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
34. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Bridgewater Post Office and from the carrier. Special assistance will be provided as needed.
35. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
36. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
37. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.



38. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
39. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater postmaster for more information.
40. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor.
- Response:** Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.
41. **Concern:** The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
- Response:** The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits, replacement pay when there is an absence, training hours, equipment, stock and supplies on hand, utilities, maintenance, transportation and other operational costs.
42. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.
- Response:** Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 5.0 miles away.
43. **Concern:** Customer expressed a concern about leaving money in the mailbox.
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

44. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
45. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
46. **Concern:** Customers questioned whether the facility was inadequate
- Response:** The office is currently vacant. The study is management initiated to determine if regular and effective service can be provided through alternate means.
47. **Concern:** Customers were concerned about a change of ZIP Code
- Response:** The Postal Service is helping to preserve community identity by continuing the use of the Leonardsville ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
48. **Concern:** Customers were concerned about permit mailing
- Response:** Responsibility for the permit account will be/has been transferred to the Bridgewater Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
49. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Bridgewater Post Office will provide at least the same number of window service hours as the Leonardsville Post Office.
50. **Concern:** Customers were concerned about vandalism of their mail box
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Leonardsville area. Their records indicate that there has not been any report of mail theft or vandalism in the area. Local law enforcement record netted the same results.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Leonardsville is an unincorporated community located in Madison County. The community is administered politically by none. Police protection is provided by the Madison County Sheriff's Dept. Fire protection is provided by the Leonardsville Fire Department. The community is comprised of retirees, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Leonardsville Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Bridgewater Post Office may have a public bulletin board which may be used to post the same information.        |
| 2. <b>Concern:</b> | Customers expressed concern for loss of community identity  |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. <b>Concern:</b> | Customers felt closing the Leonardsville post office would cause property values to decline.  |
| <b>Response:</b>   | There is no evidence to indicate that property values decline when a post office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.  |
| 4. <b>Concern:</b> | Customers felt the loss of a post office would have a detrimental effect on the business community.   |



- Response:** Businesses generally require regular and effective postal services, and these will always be provided to the Leonardsville community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
5. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
6. **Concern:** Customer expressed a concern about nonpostal services.
- Response:** Nonpostal services provided at the Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.
7. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.
- Response:** Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Bridgewater Post Office may have a public bulletin board which may be used to post the same information.
8. **Concern:** Customers felt closing the Post Office would cause property values to decline.
- Response:** There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.
9. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
10. **Concern:** Customers were concerned about growth in the community.
- Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
11. **Concern:** Customers were concerned about senior citizens.
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater Postmaster for more information.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,376 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 6,900</u>
Total Annual Costs	\$ 51,179
Less Annual Cost of Replacement Service	<u>- \$ 3,803</u>
Total Annual Savings	<u>\$ 47,376</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster retired on July 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Leonardsville Post Office provided delivery and retail service to 136 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 29. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$47,376 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Leonardsville Post Office and Bridgewater Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



MICHELLE KRUL  
Manager, Post Office Operations

05/13/2011  
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared  (05/13/2011)																								
2. Post Office Name LEONARDSVILLE		3. State and ZIP + 4 Code NY 13364-0000																										
4. District Customer Service ALBANY PFC	5. Area Customer Service NORTHEAST	6. County Madison	7. Congressional District 23																									
8. Reason for Proposal to Discontinue Management initiated study to determine if regular and effective service can be provided through alternate channels.		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: 0700Q000 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level: 0500 Downgraded from EAS-11 d. No. of Clerks: 0 No. of Clerks: 0 No. of Non-Career: 0 e. No. of Others: 0 No. of Clerks: 0 No. of Non-Career: 0		a. Time M-F: 08:00 to 12:00 and 13:00 to 16:45 Sat: 07:30 to 10:00 b. Lobby Time M-F: 08:00 to 12:00 and 13:00 to 17:00 Sat: 07:30 to 10:30 Total Volume Hours Per Week: 41.25																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 130 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 130 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 28.30		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>280</td> <td>100</td> </tr> <tr> <td>b. Newspaper</td> <td>84</td> <td>0</td> </tr> <tr> <td>c. Parcel</td> <td>10</td> <td>0</td> </tr> <tr> <td>d. Other</td> <td>1</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>394</td> <td>110</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td colspan="2">0</td> </tr> <tr> <td>g. No. of Permits</td> <td colspan="2">0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	280	100	b. Newspaper	84	0	c. Parcel	10	0	d. Other	1	0	e. Total	394	110	f. No. of Postage Meters	0		g. No. of Permits	0	
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g. No. of Permits	0																											
Finances & FY 2008 2009 2010		Receipts \$ 28,127 \$ 32,250 \$ 29,307	II. EAS Step 1 PM Basic Salary (no Cost) \$ 35,500	III. PM Fringe Benefits (32.8% of II.) \$ 11,111																								
15. Comments																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (Leased Expiration Date: 05/01/2017) Annual Lease \$ 5000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Ejected? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (If Yes, must specify by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
16. Caption Bridgewater Post Office																												
17. Schools, Churches and Organization in Service Area No: 0		18. Administrative/Enlarging Office (Proposed) Name: BRIDGEWATER EAS Level: 13 Miles Away: 5.0 Window Service Hours: M-F 08:00 to 11:00 SAT 08:00 to 11:00 Lobby Hours: M-F 08:00 to 17:00 SAT 07:30 to 11:30 PO Boxes Available: 100																										
19. Businesses in Service Area No: 0		20. Nearest Post Office (if different from above) Name: BRIDGEWATER EAS Level: 13 Miles Away: 5.0 Window Service Hours: M-F 08:00 to 11:00 SAT 08:00 to 11:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC U (518) 452-4285																								
PO Distribution Coordinator Name NADINE TREMBLAY		COGNET ALBANY, NY																										
PO Form 4500 June 1985																												



07/21/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
LEONARDSVILLE  
Docket Number 1370252 - 13364

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a stylized flourish at the end.

EDWARD PHELAN  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	LEONARDSVILLE, NY, 13364-9998
EAS Level:	11
District:	ALBANY PFC
County:	Madison
Congressional District:	23
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposal:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	136
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	136

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/30/2009	Postmaster vacancy occurred. Reason: retired
	CIC: Career: 0 Noncareer: 0 Other Employees: 0
02/25/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 137 Number Returned: 55
04/20/2011	Analysis: Favorable: 7 Unfavorable: 29 No Opinion: 18
05/13/2011	Petition received. Number of signatures: 118
	Concerns expressed:
	Customers do not believe that a possible change in the way our postal service is provided would be positive for our community. In fact, we believe that it would do irreparable harm to our community.
	Congressional inquiry received: No
	Concerns expressed:
05/12/2011	Proposal and Checklist sent to district for review.
	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4820 attached).
05/12/2011	Proposal and invitation for comments posted and round-dated.
07/20/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable: 2 Unfavorable: 23 No Opinion: 4 29
None	Preliminary PRC appeal received.
	Concerns expressed:
05/12/2011	Updated PS Form 4820 completed (if necessary).
07/21/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal.
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to update AMS report.
	Discontinuance announced in Postal Bulletin No. _____ Effective date: _____

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY  
 Name/Title  
 NADINE TREMBLAY  
 District Post Office Review Coordinator

(518) 452-4065  
 Telephone Number  
 (518) 452-4065  
 Telephone Number



Date of Posting: 08/09/2011

Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364



Date of Posting: 08/09/2011

Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/12/2011																								
2. Post Office Name LEONARDSVILLE		3. State and ZIP + 4 Code NY, 13364-9998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Madison	7. Congressional District 23																									
8. Reason for Proposal to Discontinue Management initiated study to determine if regular and effective service can be provide through alternate channels.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/30/2009  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career  c. Current PM POSITION Level (150): Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 08:00 to 12:00 and 13:00 to 16:45 Sat 07:30 to 10:00 Total Window Hours Per Week  a. Lobby Time M-F 08:00 to 12:00 and 13:00 to 17:00 Sat 07:30 to 10:30 41.25																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 136 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 136 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 29.30		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>289</td><td>100</td></tr> <tr><td>b. Newspaper</td><td>94</td><td>5</td></tr> <tr><td>c. Parcel</td><td>10</td><td>7</td></tr> <tr><td>d. Other</td><td>1</td><td>0</td></tr> <tr><td>e. Total</td><td>394</td><td>112</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	289	100	b. Newspaper	94	5	c. Parcel	10	7	d. Other	1	0	e. Total	394	112	f. No. of Postage Meters		0	g. No. of Permits		0
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15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 05/31/2013 Annual Lease \$ 6900  30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
15b. Explain: Bridgewater Post Office																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
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21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Location ALBANY, NY																										

PS Form 4920, June 1993





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07/21/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
LEONARDSVILLE  
Docket Number 1370252 - 13364

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a large, stylized flourish at the end.

EDWARD PHELAN  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: LEONARDSVILLE, NY, 13364-9998  
EAS Level: 11  
District: ALBANY PFC  
County: Madison  
Congressional District: 23  
Proposal: ☒ Close ☐ Consolidate  
Reason For Proposed: retired  
Alternate Service Proposed: Rural Route Service  
Customers Affected:  
Post Office Box: 136  
General Delivery: 0  
Rural Route: 0  
Highway Contract Route (HCR): 0  
City Route: 0  
Intermediate Rural: 0  
Intermediate HCR: 0  
Total number of customers: 136

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/30/2009	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
02/25/2011	District manager authorization to study.
04/20/2011	Questionnaires sent to customers. Number sent: 137 Number Returned: 55
	Analysis: Favorable 7 Unfavorable 29 No Opinion 19
05/13/2011	Petition received. Number of signatures: 116
	Concerns expressed: Customers do not believe that a possible change in the way our postal service is provided would be positive for our community. In fact, we believe that it would do irreparable harm to our community.
	Congressional Inquiry received: No
	Concerns expressed:
05/12/2011	Proposal and checklist sent to district for review.
05/12/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/12/2011	Proposal and invitation for comments posted and round-dated.
07/21/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis: Favorable 2 Unfavorable 23 No Opinion 4 29
None	Premature PRC appeal received.
	Concerns expressed:
05/12/2011	Updated PS Form 4920 completed (if necessary).
07/21/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY  
Name/Title

(518) 452-4085  
Telephone Number

NADINE TREMBLAY  
District Post Office Review Coordinator

(518) 452-4085  
Telephone Number



07/25/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Leonardsville Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Michelle Krul Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", written over a light blue circular postmark.

EDWARD PHELAN  
DISTRICT MANAGER  
30 KARNER RD  
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1370252.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the LEONARDSVILLE was received by 08/04/2011.  
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 08/09/2011

Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE  
THE LEONARDSVILLE, NY POST OFFICE  
AND EXTEND  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1370252 - 13364

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on July 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Management initiated study to determine if regular and effective service can be provide through alternate channels.

The Leonardsville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 07:30 to 10:00 Saturday and lobby hours of 08:00 to 12:00 and 13:00 to 17:00 on Monday - Friday and 07:30 to 10:30 on Saturday to 136 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 29 transaction(s) accounting for 42 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,123 ( 76 revenue units) in FY 2008; \$30,256 ( 79 revenue units) in FY 2009; and \$28,397 ( 74 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 29, 2011, representatives from the Postal Service were available at Leonardsville Post Office Lobby (Open House style format) to answer questions and provide information to customers. 20 customer(s) attended the meeting.

On April 20, 2011, 137 questionnaires were distributed to delivery customers of the Leonardsville Post Office. Questionnaires were also available over the counter for retail customers at the Leonardsville Post Office. 55 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 7 favorable, 29 unfavorable, and 19 expressed no opinion.

A petition supporting the retention of the Leonardsville Post Office was received on May 13, 2011, with 116 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Bridgewater Post Office, an EAS-13 level office. Window service hours at the Bridgewater Post Office are from 08:00 to 13:00 and 14:00 to 16:45, Monday through Friday, and 08:00 to 11:00 on Saturday. There are 189 post office boxes available.

The proposal to close the Leonardsville Post Office was posted with an invitation for comment at the Leonardsville Post Office and Bridgewater Post Office from May 13, 2011 to July 14, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned that not having a Post Office will close businesses and prevent new business growth.

**Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
2. **Concern:** Customer expressed a concern about package delivery and pickup.

**Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Bridgewater Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
3. **Concern:** Customer expressed concern for need of a second community meeting.

**Response:** Postal review of local office operations follows a strict process dictated by regulation. The community-based meeting is designed to collect public comments from a cross-section of users of a facility. Additional access is provided by a questionnaire and a mailing address for lengthier comments. Multiple options allow customers to comment, publicly or privately, regardless of personal schedule. We conduct one meeting per location to assure consistency and fair levels of participation for all communities.

4. **Concern:**

Customer feels a Post Office with a Postmaster is needed.

**Response:**

Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as ancillary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.

5. **Concern:**

Customer questioned having to travel further to conduct certain transactions not afforded by carrier?

**Response:**

Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at [www.usps.com](http://www.usps.com) — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the [usps.com](http://usps.com) website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

6. **Concern:**

Customer questioned why their office was being studied for possible closure/consolidation.

**Response:**

The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

7. **Concern:**

Customer suggested making Leonardsville a hub of Bridgewater Post Office and have a Postmaster Relief work at Leonardsville eliminating a Postmaster.

**Response:**

Contractually, a Postmaster Relief is hired to cover a Postmaster in and Independent Post Office on their relief days. In a station/or branch, clerks are utilized contractually for retail positions. Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must

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8. **Concern:** Customer suggestion to shorten hours to save money
- Response:** Part of our obligation to study expenses includes an assessment of our infrastructure. The Postal Service spends nearly \$2 billion on building expenses to operate its real estate inventory of more than 34,000 facilities. In 1970, with passage of the Postal Reorganization Act, the old Post Office Department was transformed into the U.S. Postal Service. At that time more than 2,000 facilities served as our primary, outgoing mail processing locations. Today, that number has been reduced to less than 300. As mailing habits of the nation change, we must consider the careful, but continuous streamlining of our retail facility footprint as well. For all postal facilities, annual net rental costs exceed \$1 billion. This expense reflects the fact that almost three-quarters of Postal Service facilities are leased. As we study facilities to take out of our network, we look at leasing costs as well as ancillary costs like utilities. We have an aggressive energy conservation program in place at all of our facilities and the Postal Service estimates that it has already saved around \$400 million in facility energy costs since 2006. Shorter hours at leased facilities reduce, but do not eliminate, pressures on our overhead expenses as we need at this time.
9. **Concern:** Customer was concerned they would be unable to get their medicine
- Response:** Many health care plans offer incentives to utilize the "mail order" option on prescriptions filled via their mail order channel. Delivery can be made to mail box or PO Box. Prescriptions can be mailed to your address with no need to travel.
10. **Concern:** Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.
- Response:** : Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices
11. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
12. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
13. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities



**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

14. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

**Response:**

Courteous and helpful service will be provided by personnel at the Bridgewater Post Office and from the carrier. Special assistance will be provided as needed.

15. **Concern:**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

16. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels.

**Response:**

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-ASK-USPS.

17. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

18. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
19. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater postmaster for more information.
20. **Concern:** Customers were concerned about the quality of service, reliability, and integrity of the contractor
- Response:** Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.
21. **Concern:** The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
- Response:** The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about obtaining services from the carrier.
- Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders

are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

2. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
3. **Concern:** Customer expressed concerned about safety of location of Bridgewater Post Office.  
**Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
4. **Concern:** Customer submitted a summary of meeting notes  
**Response:** The customer r notes have been entered into the official record.
5. **Concern:** Customer suggested it's likely more people would use the facility if window hours were changed for earlier and later periods each day. This could be done on alternate days, reducing overall daily postal hours to save costs.  
**Response:** The customer r suggested has been duly noted and added to the official record.
6. **Concern:** Customer was concerned that questions on the survey do not address many of the customers issues which are best addressed in person.  
**Response:** The customer r letter dated April 29, 2011, and mailed April 30, 2011, has been entered into the official record for the feasibility study of the Leonardville Post Office. Your letter highlights a unique probability of increased volume/revenue from revitalization programs and The Horned Dorset sponsorship of the artists' residence program.
7. **Concern:** Customers asked why their post office was being discontinued while others were retained  
**Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. **Concern:** Customers expressed concern about having to erect a rural mailbox  
**Response:** Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 5.0 miles away.
9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
10. **Concern:** Customers felt the route should emanate from West Windfield because that office is closer
- Response:** The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although another Post Office is closer for some customers, Bridgewater is closer for others.
11. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
12. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
13. **Concern:** Customers were concerned about a change of address
- Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office.
14. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
15. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
16. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
17. **Concern:** Customers were concerned about obtaining services from the carrier

**Response:**

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

18. **Concern:**

Customers were concerned about senior citizens

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

19. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

**Response:**

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

20. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

21. **Concern:**

Customer expressed a concern about irregular hours that the rural route serves the community

**Response:**

Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 5.0 miles away.



22. **Concern:** Customer expressed a concern about leaving money in the mailbox
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
23. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
24. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
25. **Concern:** Customers questioned whether the facility was inadequate
- Response:** The office is currently vacant. The study is management initiated to determine if regular and effective service can be provided through alternate means.
26. **Concern:** Customers were concerned about a change of ZIP Code
- Response:** The Postal Service is helping to preserve community identity by continuing the use of the Leonardsville ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
27. **Concern:** Customers were concerned about permit mailing
- Response:** Responsibility for the permit account will be/has been transferred to the Bridgewater Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
28. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Bridgewater Post Office will provide at least the same number of window service hours as the Leonardsville Post Office.
29. **Concern:** Customers were concerned about vandalism of their mail box.
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Leonardsville area. Their records indicate that there has not been any report of mail theft or vandalism in the area. Local law enforcement record netted the same results.

**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Leonardsville is an unincorporated community located in Madison County. The community is administered politically by none. Police protection is provided by the Madison County Sheriff's Dept. Fire protection is provided by the Leonardsville Fire Department. The community is comprised of retirees, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Leonardsville Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Bridgewater Post Office may have a public bulletin board which may be used to post the same information.                                  |
| 2. <b>Concern:</b> | Customers expressed concern for loss of community identity  |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.                           |
| 3. <b>Concern:</b> | Customers felt closing the Leonardsville post office would cause property values to decline.  |
| <b>Response:</b>   | There is no evidence to indicate that property values decline when a post office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.  |
| 4. <b>Concern:</b> | Customers felt the loss of a post office would have a detrimental effect on the business community.   |
| <b>Response:</b>   | Businesses generally require regular and effective postal services, and these will always be provided to the Leonardsville community. There has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued. |
| 5. <b>Concern:</b> | Customers were concerned about the loss of a gathering place and an information center.   |
| <b>Response:</b>   | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.   |
| 6. <b>Concern:</b> | Customer expressed a concern about nonpostal services.  |

**Response:**

Nonpostal services provided at the Post Office will be available at the Bridgewater Post Office. Government forms normally provided by the Post Office will also be available at the Bridgewater Post Office or by contacting your local government agency.

7. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:**

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Bridgewater Post Office may have a public bulletin board which may be used to post the same information.

8. **Concern:**

Customers felt closing the Post Office would cause property values to decline.

**Response:**

There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.

9. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

10. **Concern:**

Customers were concerned about growth in the community

**Response:**

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

11. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Bridgewater Postmaster for more information.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,376 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 6,900</u>
Total Annual Costs	\$ 51,179
Less Annual Cost of Replacement Service	<u>- \$ 3,803</u>
Total Annual Savings	<u>\$ 47,376</u>

### V. OTHER FACTORS



The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Leonardsville, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Bridgewater Post Office, located five miles away.

The postmaster retired on July 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Leonardsville Post Office provided delivery and retail service to 136 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 29. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$47,376 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Leonardsville Post Office and Bridgewater Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Leonardsville Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Leonardsville Post Office and Bridgewater Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/05/2011

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Date



08/09/2011

OFFICER-IN-CHARGE/POSTMASTER  
Leonardsville Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Leonardsville Post Office Final  
Determination Docket No. 1370252 - 13364

Please post in the lobby the enclosed final determination to close the Leonardsville Post Office. The final determination must be posted in a prominent place from 08/09/2011 through close of business on 09/10/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/11/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (518) 452-4085.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY  
POST OFFICE REVIEW COORDINATOR  
30 KARNER RD  
ALBANY, NY 12288-9992

Enclosures:  
Final Determination Official Record